



Photo: Tim Priest

Dear customer:

Whether it's at work, school or with family, your time is precious. We understand that, in today's busy world, every minute counts. At the Department of State, we are working hard to provide you with the most efficient and effective customer services available.

Take care of business from the comfort of your home! For example, with our "Save Time, Renew Online" campaign, we've made getting your vehicle tabs or boat registrations quick and easy. And, more Michigan residents agree. Comparisons of online transactions from 2003 and 2004 show an 85-percent increase in vehicle renewals and a 45-percent jump in watercraft renewals.

License plate and watercraft renewals are just a few of the many services we provide online. This brochure provides information about our Web site and online services to help you complete your business with the Department of State.

Please visit us online at www.Michigan.gov/sos. You will be amazed at what you can do with the "click of a mouse."

Sincerely,

Secretary of State

Office hours

If a branch office visit is necessary, we're here to help:

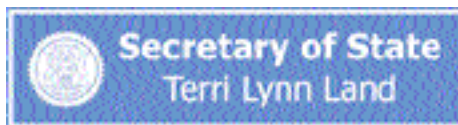
9 a.m. to 5 p.m. Monday, Tuesday, Thursday and Friday.

11 a.m. to 7 p.m. Wednesday, except for offices in city buildings which are open from 9 a.m. to 5 p.m.

Secretary of State PLUS offices and **SUPER!Centers** provide extended Wednesday hours from 9 a.m. to 7 p.m.

SUPER!Centers also offer Saturday hours from 9 a.m. to noon.

Smaller offices may close for a lunch hour, and all branches are closed on state holidays.



www.Michigan.gov/sos

SOS-411 (01/05) 370,000; \$8,359.11; \$0.023

Department of State Online Services

**Doing business online . . .
saves time!**



Terri Lynn Land,
Michigan Secretary of State

www.Michigan.gov/sos

Online Services

1 You've got questions. We've got answers!

If you have a question about any Secretary of State office, service or program, the Department of State Web site at **www.Michigan.gov/sos** is for you!



The Web site allows you to transact business online from the comfort of your home, making it easy to skip the trip to a branch office.

2 License plate and watercraft renewals

Easy and accessible. This is what our license plate and watercraft online renewal program is all about!* You can renew your license plate tabs or watercraft registration at any time. Payment is by credit card. Your tabs and registration will arrive by mail within seven days.



*Vehicle owners must have a personal identification number on their renewal notice to renew online.

3 Organ donor registration

More than 2,800 Michigan residents are waiting for a lifesaving transplant. The Secretary of State has created a simple online process for becoming an organ donor. Your decision to place your name on the Michigan Organ and Tissue Donor Registry will bring the "gift of life" to those in need.



4 Michigan Voter Information Center—Michigan.gov/vote

This online service provides you with information about voting, your voter registration status, polling location, type of voting equipment and a preview of your ballot. Information about the candidates and their campaign finance records is also available at the Michigan Voter Information Center.

5 Automotive complaint resolution

If you need help resolving a problem with an auto dealership or repair facility, our online automotive complaint program is the answer.

6 Plate It Your Way

Plate It Your Way lets you check for the availability of a personalized license plate from home before you go to a Secretary of State office to order one.



7 Branch Office Locator

With the Branch Office Locator, you can quickly find the Secretary of State office nearest you, including the hours of operation! Locators for automotive repair facilities and dealers as well as road-skills test examiners are also found on our Web site.

All online services described in this brochure can be found by clicking on the "Online Services" button on the Web site's home page.

For a complete list of all online services, visit www.Michigan.gov/sos.

